

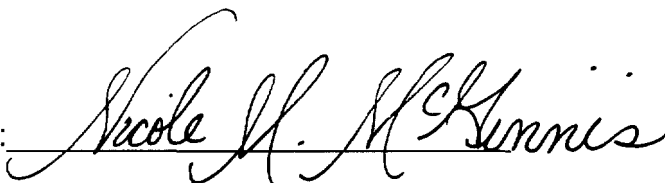
proposed solution, however, will neither solve nor even diminish problems in the Gulf. The proposed GMSA "Coastal Zone," in which third parties may submit Phase II applications for unserved area, will only create additional interference problems with land-based signals.

GTE urges the Commission to adopt the alternative proposal being set forth by ALLTEL, which would satisfy the needs of both land-based and water-based carriers. GTE recommends that the Commission permit land-based and Gulf-based carriers to establish contours into the Coastal Zone consistent with standards of good engineering practice, subject to the caveats outline in Section II above. This solution will permit land-based carriers to provide reliable cellular service to land-based customers along the coastline. Additionally, water-based carriers may retain their ability to follow drilling sites without any potential loss or modification of their CGSAs. GTE is hopeful that, as

a result of this proceeding, its customers will finally get the kind of dependable cellular service they both need and deserve.

Respectfully submitted,

GTE SERVICE CORPORATION

By: 

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Its Attorneys

May 15, 2000

EXHIBIT A

CUSTOMER FEEDBACK

RECEIVED THROUGH GTE RETAIL STORE

4/9/00

Customer Name: _____ Cell Number: _____

Comments: Business Phones
Its affecting his business greatly

Customer Name: _____ Cell Number: _____

Comments: Business Lines
- They are losing lots of business -

Customer Name: _____ Cell Number: _____

Comments: Business line - originally switched
from DiginPCS & is now thinking
about switching back.

Customer Name: _____ Cell Number: _____

Comments: 2 lines
Cannot dial out anywhere -
phone is useless

1-800-102-2242

Customer Name: _____

Cell Number: _____

Comments:

phone is used for work
Plu The customer This is GTE'S
FAULT NOT "FCC'S" + he ~~was~~ wants something
to be done immediately - ITS not out of
our hands - we (GTE) just wants to put it on
a monkey back" - Res The customer.

Customer Name: _____

Cell Number: _____

Comments:

Has 4 people wanted to get cell
phones + is having to send
elsewhere - They currently have
phones with us now.

Customer Name: _____

Cell Number: _____

Comments:

Customer Name: _____

Cell Number: _____

Comments:

Customer Name: _____

Cell Number: _____

Comments:

phone not available in Gulf Shores and
has cost us money plus loss of business.
Our business phone was used in Gulf
Shores. We've been charged roaming charges that
should not have been.

Customer Name: _____

Cell Number: _____

Comments:

CAN'T GET SERVICE IN THE GULF SHORES
AREA. OF COURSE THIS BRING ON A TON OF
PROBLEMS LIKE LOSS OF BUSINESS & PERSONAL
CONTACTS WHICH ARE VERY IMPORTANT.

Customer Name: _____

Cell Number: _____

Comments:

SERVICE IN GULF SHORES IS - NO SERVICE
WE GOT THIS PHONE BECAUSE IF MY
HUSBAND'S HEALTH AND NOW IT ISN'T ANY
GOOD TO US.

Customer Name: _____

Cell Number: _____

Comments:

NEED SERVICE

Customer Name: _____

Cell Number: _____

Comments:

✓ Live at Gulf Shores adjacent to Gulf Shores Golf Club - I spend 90% of my time either at home or on the Golf Course. My cell phone is dead in this area - I am paying \$50/month for nothing

Customer Name: _____

Cell Number: _____

Comments:

Work in Gulf Shores. Have to have my cell phone for my job or I will lose it I am paying for nothing - no service. *

Customer Name: _____

Cell Number: _____

Comments:

Run charter boat in Gulf & business is in Gulf Shores, Fort Morgan Area, Basically out of business as cell phone is only communication *

Customer Name: _____

Cell Number: _____

Comments:

I work in Gulf Shores and my cellular phone does not work. I work in my car all day long. Can Coastal Communications cover my service if we get hit by a hurricane? *

Customer Name: _____	Cell Number: _____
Comments: NO SERVICE IN Orange Beach AL	
OR Gulf Shores AL.	

Customer Name: _____	Cell Number: _____
Comments: WILL there be service in Gulf Shores, AL	
any time soon?	

Customer Name: _____	Cell Number: _____
Comments: No service in Gulf Shores	

Customer Name: _____	Cell Number: _____
Comments: No service in GS is a problem	

Customer Name: _____ Cell Number: _____

Comments: cust does not have
coverage in Gulf States this
is a business

Customer Name: _____ Cell Number: _____

Comments: _____

Customer Name: _____ Cell Number: _____

Comments: She will have to cancel svc due to the
fact that her husband is bedridden
& needs to be able to get in touch
with her & cannot in Gulf States -
Cancelling

Customer Name: _____ Cell Number: _____

Comments: _____

4-11

Customer Name: _____

Cell Number: _____

Comments:

Cust will cancel due
to No SR in home area.
(5 lines)???

Customer Name: _____

Cell Number: _____

Comments:

Call to cancel.

Customer Name: _____

Cell Number: _____

Comments:

Cust can use phone
until in home area or at work
loosing business, will give a week
or so to see if resolved, if not will
cancel.

Customer Name: _____

Cell Number: _____

Comments:

Cust can not use phone
in home area

4-11

Customer Name: _____	Cell Number: _____
Comments: <u>Calling to cancel</u>	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____ Cell Number: _____

Comments: Cannot use phone

Customer Name: _____ Cell Number: _____

Comments: Please soon turn the
tower back on or will
be forced to change
carrier

Customer Name: _____ Cell Number: _____

Comments: SEE Above

Customer Name: _____ Cell Number: _____

Comments: Very upset, will call

Customer Name: _____ Cell Number: _____
Comments: ERA Realty

Customer Name: _____ Cell Number: _____
Comments: MY CELL PHONE DON'T WORK
IN GULF SHORES - IT USED TO!

Customer Name: _____ Cell Number: _____
Comments: will cancell due to NO Svc
in Home area.

Customer Name: _____ Cell Number: _____
Comments: Line in Ft Morgan can not
use at all. wants to cancell.
#300 month customer, local land line was
canceled & their customer service in non existant (rude
could give a —, care)

*

4/9/00

Customer Name: _____	Cell Number: _____
Comments: <u>Business Phones</u>	
<u>Its affecting his business greatly</u>	

*

Customer Name: _____	Cell Number: _____
Comments: <u>Business Lines</u>	
<u>- They are losing lots of business -</u>	

*

Customer Name: _____	Cell Number: _____
Comments: <u>Business line - originally switched</u>	
<u>from Digital PCS & is now thinking</u>	
<u>about switching back.</u>	

Customer Name: _____	Cell Number: _____
Comments: <u>2 lines</u>	
<u>cannot dial out anywhere -</u>	
<u>phone is useless.</u>	

*

1-800-5782-2242

Customer Name: _____

Cell Number: _____

Comments: _____

phone is used for work
Plz The customer This is GTE'S
FAULT NOT "FCC'S" + he ~~me~~ wants something
to be done immediately - ITS not out of
our hands - we (GTE) just wants to put it on
a monkeys back" - Pres The customer.

Customer Name: _____

Cell Number: _____

Comments: _____

Has 4 people wanted to get cell
phones + is having to send
elsewhere - They currently have
phones with us now.

Customer Name: _____

Cell Number: _____

Comments: _____

Customer Name: _____

Cell Number: _____

Comments: _____

**BUSINESS CUSTOMER FEEDBACK
THROUGH GTE FIELD SALES PEOPLE**

GTE Wireless

☎ 334 344 2595

04/24/00 09:19 ☐ :01/01 NO:758

FROM : Panasonic FAX SYSTEM

PHONE NO. :

Apr. 10 2000 01:53PM P2

Gulf

**ROBERTS AIR CONDITIONING
BOX 3987
GULF SHORES, AL 36547
334-968-7600 334-968-7300 FAX
334-990-5500 EASTERN SHORE
850-492-9500 FLORIDA**

4-10-2000

GTE Wireless

By fax: 813-290-5950

On Friday, 3-31-2000, you turned off our local cell sites that serve the area in which we work. Since then our cellular phones are almost unusable in most parts of the Pleasure Island & Gulf Shores area. Today I called customer service to request that you disconnect the phones listed below and terminate any time remaining on any and all of our contracts.

The representative that I talked with advised that she would terminate the service as requested but there would be a charge for early termination on some of the contracts. I am hereby requesting that all charges of this type be voided. We have been using GTE (Contel) since 1985 and would not be cancelling service with you if this problem did not exist.

Respectfully,

Vic Roberts
Vic Roberts

cc: Jim Curreton

RECEIVED DATE : 04/10/00 13:42 FROM :

Customer Name: _____ Cell Number: _____

✓ Comments: City of Ocracoke Beach Fire Dept.
Cannot use phones in Gulf shores
to arrest Gulf shores
fire dept

Customer Name: _____ Cell Number: _____

✓ Comments: Blue Dolphin Taxi
- Very Strange
Business has been shut down
Since 3 weeks ago
Have not been able to use phone

*

Customer Name: _____ Cell Number: _____

✓ Comments: Gulf shores title
Business deals with realtors
Cannot use phones

Customer Name: _____ Cell Number: _____

Comments: _____

phammer@mobilnet.gte.com

<p>✓ Customer Name: _____</p> <p>Comments: <u>Aguilla Seafood</u> <u>Cannot use phones at all</u> <u>in Ben Secon a. Daulph</u> <u>Bluel.</u></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____ _____ _____ _____ _____</p>	<p>Cell # _____</p>
<p>Customer Name: _____</p> <p>Comments: _____ _____ _____ _____ _____</p>	<p>Cell # _____</p>
<p>Customer Name: _____</p> <p>Comments: _____ _____ _____ _____ _____</p>	<p>Cell Number: _____</p>

phammer@mobilnet.gte.com

RECEIVED DATE : 04/21/00 09:38 FROM : 334 344 3595

Customer Name: _____	Cell Number: _____
✓ Comments: <u>Convention Visitors Bureau</u> <u>Cannot use phones for business</u> <u>Alley City limits</u>	
Customer Name: _____	Cell Number: _____
✓ Comments: <u>Gulf Shores Police Dept.</u> <u>All cancelled. Cannot use</u> <u>service to replace radios</u> <u>in an emergency</u>	
Customer Name: _____	Cell Number: _____
Comments: _____ _____ _____ _____ _____	
Customer Name: _____	Cell Number: _____
Comments: _____ _____ _____ _____ _____	

*

phammer@mobilnet.gte.com

Customer Name: _____	Cell Number: _____
Comments: <u>Tom Norwood Associates</u>	
<u>Cannot do business</u>	
<u>AT all XL'D SVC</u>	
<u>very upset w/situation</u>	
Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____	Cell Number: _____
Comments: _____	

Customer Name: _____	Cell Number: _____
Comments: _____	

phammer@mobilenet.gte.com

✓	Customer Name: _____	Cell Number: _____
Comments:	Aquila Seafood Bar & Grill Cannot use phones at either home, nor office.	
Customer Name: _____	Cell Number: _____	
Comments:	Nelsons Net Shop Cannot use phones at business and girlfriends very upset.	
✓	Customer Name: _____	Cell Number: _____
Comments:	Fruh Company Cannot use phone by house Cannot conduct busy.	
Customer Name: _____	Cell Number: _____	
Comments:		

phammer@mobilnet.gte.com

<p>Customer Name: <u>BernAX GulfShores</u></p> <p>Comments: <u>Company has been w/ GTE 7yrs</u> <u>No service in Gulf Shores</u> <u>Cannot accomplish</u> <u>any business Vly upset</u></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____ _____ _____ _____ _____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____ _____ _____ _____ _____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____ _____ _____ _____ _____</p>	<p>Cell Number: _____</p>

*

phammer@mobilnet.gte.com

<p>Customer Name: _____</p> <p>Comments: <i>Koush Realty 2 office GS (B)</i> <i>Co cannot use any</i> <i>phones in Gulf Shores</i> <i>Irrate</i></p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Cell Number: _____</p>
<p>Customer Name: _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Cell Number: _____</p>

phammer@mobilnet.gte.com

Customer Name: _____	Cell Number: _____
Comments: <u>ERA Commander. has 5 office</u> <u>in South Baldwin County.</u> <u>They cannot conduct</u> <u>business in Gulf Shores.</u> <u>very upset with</u>	
Customer Name: _____ Cell Numt: _____ Comments: _____ _____ _____ _____ _____	
Customer Name: _____ Cell Number: _____ Comments: _____ _____ _____ _____ _____	
Customer Name: _____ Cell Number: _____ Comments: _____ _____ _____ _____ _____	

*

phammer@mobilnet.gte.com

✓ Customer Name: Brett/Robinson Real Estate Corp Cell Number:

Comments: Company built 15 condominiums
along shoreline and has 3 offices.
1 in Orange Beach 2 in Gulf Shores.
And everyone travels the entire
Island. Service in OB. not

Customer Name: Absolutely none in Gulf Shores Cell Num

Comments:

Customer Name: _____ Cell Number

Comments:

Customer Name: _____ Cell Number

Comments:

phammer@mobilnet.gte.com

EXHIBIT B

> -----

> From: Bridges, John E
> Sent: Friday, April 28, 2000 2:48 PM
> To: Kraft, C.J.
> Subject: FW: Pending case # WT Docket No. 97-112

>

> This is the first letter from the Orange Beach Police Dept.
> John E Bridges

> <<...>>

> Business Sales Manager
> Mobile, AL
> Office 334.304.2314
> Fax 334.344.2595
> Cellular 334.421.7100

>

> -----

> From: Chief Robert L. Vinson[SMTP:chief@obpd.org]
> Reply To: Chief Robert L. Vinson
> Sent: Friday, April 28, 2000 12:04 PM
> To: jbridges@mobilnet.gte.com
> Subject: Fw: Pending case # WT Docket No. 97-112

>

>

> -----Original Message-----

> From: Chief Robert L. Vinson <chief@obpd.org>
> To: fccinfo@fcc.gov <fccinfo@fcc.gov>
> Date: Wednesday, March 29, 2000 4:43 PM
> Subject: Pending case # WT Docket No. 97-112

>

>

> Dear Sir/Madam,
> I understand that there are plans to turn off towers belonging to GTE in
> the Gulf Shores, Alabama, area. We work closely with Gulf Shores and
> respond to mutual aid there. GTE cell phones are a vital part of our
> operation especially during hurricane season. If this happens it will hurt
> our ability to call back to Orange Beach and to receive calls from Orange
> Beach when we are in Gulf Shores.

>

> Speaking for the Orange Beach Police Department I am strongly opposed to
> this move.

>

> Robert L. Vinson, Chief of Police
> PO Box 1039
> Orange Beach, AL 36561 (334-981-9777)